

# Enterprise Incident Report July 2012

As of 8/1/2012

## Administrative Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Administrative Services	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	3 1	0 0	3 1
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0	2 0
		Chad Poll	0 0	2 0	0 0	2 0
		Paul Ross	0 0	3 0	0 0	3 0
		Scott Wunderlich	0 0	27 18	0 0	27 18
		Tom Hanson	0 0	11 9	0 0	11 9
		<b>Assigned to Individual Total</b>	0 0	44 27	1 0	45 27
	Capitol Hosting	Jake Vandenberghe	0 0	1 0	0 0	1 0
		Mycah Mattox	1 0	0 0	0 0	1 0

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			High	Low	Medium	FCR Total
Administrative Services	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	2 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	3 3	0 0	3 3
		James Stearns	0 0	3 3	0 0	3 3
		Julie VanBeekum	0 0	3 3	0 0	3 3
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 4	0 0	4 4
		<b>Assigned to Individual Total</b>	0 0	16 13	0 0	16 13
	Metro A Desktop Support	James Kammeyer	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	8 0	0 0	8 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	11 0	0 0	11 0
	Metro A Help Desk	Edward Fortner	0 0	1 1	0 0	1 1

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			High	Low	Medium	FCR Total
Administrative Services	Metro A Help Desk	Liz Evans	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Metro B Desktop Support	Anthony Booyse	0 0	3 1	0 0	3 1
		Peter Musser	0 0	3 2	0 0	3 2
		Stephanie Young	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 3	0 0	8 3
	Metro C West Desktop Support	Shane Squire	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0

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## Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	0 0	6 4	0 0	6 4
		Randy Graham	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 5	0 0	8 5
	Rural North Desktop Support	Kim Ratushniak	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Voice Operations	Julie Sabato	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	5 3	0 0	5 3
		<b>Assigned to Individual Total</b>	0 0	8 3	0 0	8 3
	Voice/Data/WAN Services	T Artis	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0

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### Administrative Services

		High	Low	Medium	FCR Total
Administrative Services	Assigned Group Total	1 0	113 54	1 0	115 54
Customer Company Total		1 0	113 54	1 0	115 54

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## Administrative Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Administrative Services	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0	2 0
		Chad Poll	0 0	2 0	0 0	2 0
		Paul Ross	0 0	3 1	0 0	3 1
		Scott Wunderlich	0 0	27 2	0 0	27 2
		Tom Hanson	0 0	11 0	0 0	11 0
		<b>Assigned to Individual Total</b>	0 0	44 3	1 0	45 3
	Capitol Hosting	Jake Vandenberghe	0 0	1 0	0 0	1 0
		Mycah Mattox	1 0	0 0	0 0	1 0

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## Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	2 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	3 0	0 0	3 0
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	16 0	0 0	16 0
	Metro A Desktop Support	James Kammeyer	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	8 0	0 0	8 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	11 0	0 0	11 0
	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0

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## Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Metro A Help Desk	Liz Evans	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Peter Musser	0 0	3 0	0 0	3 0
		Stephanie Young	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Metro C West Desktop Support	Shane Squire	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 1	0 0	1 1
		Jeff Reed	0 0	1 1	0 0	1 1
		Kelli Okumura	0 0	1 1	0 0	1 1
		Robert Ryan	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	4 4	0 0	4 4



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## Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	0 0	6 0	0 0	6 0
		Randy Graham	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Voice Operations	Julie Sabato	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Voice/Data/WAN Services	T Artis	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0

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### Administrative Services

		High	Low	Medium	MIR Total
Administrative Services	Assigned Group Total	1 0	113 7	1 0	115 7
Customer Company Total		1 0	113 7	1 0	115 7

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## Administrative Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Administrative Services	Application Services	Dustin Crump	0 0.00	2 0.37	0 0.00	2 0.37
		Martin Gonzalez	0 0.00	1 0.06	0 0.00	1 0.06
		<b>Assigned to Individual Total</b>	0 0.00	3 0.27	0 0.00	3 0.27
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.26	1 0.00	2 0.13
		Chad Poll	0 0.00	2 0.45	0 0.00	2 0.45
		Paul Ross	0 0.00	3 0.72	0 0.00	3 0.72
		Scott Wunderlich	0 0.00	27 0.20	0 0.00	27 0.20
		Tom Hanson	0 0.00	11 0.17	0 0.00	11 0.17
		<b>Assigned to Individual Total</b>	0 0.00	44 0.24	1 0.00	45 0.23
	Capitol Hosting	Jake Vandenberghe	0 0.00	1 0.98	0 0.00	1 0.98
		Mycah Mattox	1 0.38	0 0.00	0 0.00	1 0.38

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## Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Capitol Hosting	Patrick Funk	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	1 0.38	2 0.56	0 0.00	3 0.50
	Help Desk	Brenda Treadway	0 0.00	3 0.02	0 0.00	3 0.02
		James Stearns	0 0.00	3 0.16	0 0.00	3 0.16
		Julie VanBeekum	0 0.00	3 0.00	0 0.00	3 0.00
		Sarah Johnson	0 0.00	3 0.42	0 0.00	3 0.42
		Vicky Marrelli	0 0.00	4 0.08	0 0.00	4 0.08
		<b>Assigned to Individual Total</b>	0 0.00	16 0.13	0 0.00	16 0.13
	Metro A Desktop Support	James Kammeyer	0 0.00	1 0.06	0 0.00	1 0.06
		Kraig Ellis	0 0.00	8 0.25	0 0.00	8 0.25
		Nancy Hachmeister	0 0.00	1 0.09	0 0.00	1 0.09
		Rodney Austin	0 0.00	1 0.08	0 0.00	1 0.08
		<b>Assigned to Individual Total</b>	0 0.00	11 0.20	0 0.00	11 0.20
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.18	0 0.00	1 0.18

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## Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Metro A Help Desk	Liz Evans	0 0.00	3 0.13	0 0.00	3 0.13
		<b>Assigned to Individual Total</b>	0 0.00	4 0.14	0 0.00	4 0.14
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.30	0 0.00	3 0.30
		Peter Musser	0 0.00	3 0.00	0 0.00	3 0.00
		Stephanie Young	0 0.00	1 0.46	0 0.00	1 0.46
		Tyler Pearce	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	8 0.17	0 0.00	8 0.17
	Metro C West Desktop Support	Shane Squire	0 0.00	1 0.56	0 0.00	1 0.56
		<b>Assigned to Individual Total</b>	0 0.00	1 0.56	0 0.00	1 0.56
	Network Operations	Brian Chatwin	0 0.00	1 3.28	0 0.00	1 3.28
		Jeff Reed	0 0.00	1 1.86	0 0.00	1 1.86
		Kelli Okumura	0 0.00	1 1.26	0 0.00	1 1.26
		Robert Ryan	0 0.00	1 1.51	0 0.00	1 1.51
		<b>Assigned to Individual Total</b>	0 0.00	4 1.98	0 0.00	4 1.98

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## Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	0 0.00	6 0.00	0 0.00	6 0.00
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	1 0.02	0 0.00	1 0.02
		<b>Assigned to Individual Total</b>	0 0.00	8 0.00	0 0.00	8 0.00
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	1 0.44	0 0.00	1 0.44
		<b>Assigned to Individual Total</b>	0 0.00	1 0.44	0 0.00	1 0.44
	Voice Operations	Julie Sabato	0 0.00	2 0.38	0 0.00	2 0.38
		Leon Owen	0 0.00	1 0.70	0 0.00	1 0.70
		Romanza Hamblin Sorensen	0 0.00	5 0.20	0 0.00	5 0.20
		<b>Assigned to Individual Total</b>	0 0.00	8 0.31	0 0.00	8 0.31
	Voice/Data/WAN Services	T Artis	0 0.00	2 0.15	0 0.00	2 0.15
		<b>Assigned to Individual Total</b>	0 0.00	2 0.15	0 0.00	2 0.15

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## Administrative Services

		High	Low	Medium	ATTIR Total
Administrative Services	Assigned Group Total	1 0.38	113 0.27	1 0.00	115 0.27
Customer Company Total		1 0.38	113 0.27	1 0.00	115 0.27

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## Administrative Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Administrative Services	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0	2 0
		Chad Poll	0 0	2 0	0 0	2 0
		Paul Ross	0 0	3 0	0 0	3 0
		Scott Wunderlich	0 0	27 0	0 0	27 0
		Tom Hanson	0 0	11 0	0 0	11 0
		<b>Assigned to Individual Total</b>	0 0	44 0	1 0	45 0
	Capitol Hosting	Jake Vandenberghe	0 0	1 1	0 0	1 1
		Mycah Mattox	1 0	0 0	0 0	1 0



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## Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	2 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	3 0	0 0	3 0
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	16 0	0 0	16 0
	Metro A Desktop Support	James Kammeyer	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	8 0	0 0	8 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	11 0	0 0	11 0
	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0

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## Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Metro A Help Desk	Liz Evans	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Peter Musser	0 0	3 0	0 0	3 0
		Stephanie Young	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Metro C West Desktop Support	Shane Squire	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0

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## Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	0 0	6 0	0 0	6 0
		Randy Graham	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Voice Operations	Julie Sabato	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Voice/Data/WAN Services	T Artis	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0

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### Administrative Services

		High	Low	Medium	MR Total
Administrative Services	Assigned Group Total	1 0	113 1	1 0	115 1
Customer Company Total		1 0	113 1	1 0	115 1

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## Administrative Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Administrative Services	Application Services	Dustin Crump	0 0.00	2 3.01	0 0.00	2 3.01
		Martin Gonzalez	0 0.00	1 0.40	0 0.00	1 0.40
		<b>Assigned to Individual Total</b>	0 0.00	3 2.14	0 0.00	3 2.14
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.48	1 2.83	2 1.65
		Chad Poll	0 0.00	2 1.11	0 0.00	2 1.11
		Paul Ross	0 0.00	3 0.73	0 0.00	3 0.73
		Scott Wunderlich	0 0.00	27 0.86	0 0.00	27 0.86
		Tom Hanson	0 0.00	11 1.88	0 0.00	11 1.88
		<b>Assigned to Individual Total</b>	0 0.00	44 1.11	1 2.83	45 1.15
	Capitol Hosting	Jake Vandenberghe	0 0.00	1 6.96	0 0.00	1 6.96
		Mycah Mattox	1 0.44	0 0.00	0 0.00	1 0.44

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			High	Low	Medium	ATTR Total
Administrative Services	Capitol Hosting	Patrick Funk	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	1 0.44	2 3.55	0 0.00	3 2.51
	Help Desk	Brenda Treadway	0 0.00	3 0.03	0 0.00	3 0.03
		James Stearns	0 0.00	3 0.16	0 0.00	3 0.16
		Julie VanBeekum	0 0.00	3 0.64	0 0.00	3 0.64
		Sarah Johnson	0 0.00	3 0.76	0 0.00	3 0.76
		Vicky Marrelli	0 0.00	4 0.09	0 0.00	4 0.09
		<b>Assigned to Individual Total</b>	0 0.00	16 0.32	0 0.00	16 0.32
	Metro A Desktop Support	James Kammeyer	0 0.00	1 0.08	0 0.00	1 0.08
		Kraig Ellis	0 0.00	8 0.55	0 0.00	8 0.55
		Nancy Hachmeister	0 0.00	1 0.10	0 0.00	1 0.10
		Rodney Austin	0 0.00	1 0.83	0 0.00	1 0.83
		<b>Assigned to Individual Total</b>	0 0.00	11 0.50	0 0.00	11 0.50
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.34	0 0.00	1 0.34

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			High	Low	Medium	ATTR Total
Administrative Services	Metro A Help Desk	Liz Evans	0 0.00	3 0.26	0 0.00	3 0.26
		<b>Assigned to Individual Total</b>	0 0.00	4 0.28	0 0.00	4 0.28
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.94	0 0.00	3 0.94
		Peter Musser	0 0.00	3 0.00	0 0.00	3 0.00
		Stephanie Young	0 0.00	1 0.89	0 0.00	1 0.89
		Tyler Pearce	0 0.00	1 0.07	0 0.00	1 0.07
		<b>Assigned to Individual Total</b>	0 0.00	8 0.47	0 0.00	8 0.47
	Metro C West Desktop Support	Shane Squire	0 0.00	1 3.04	0 0.00	1 3.04
		<b>Assigned to Individual Total</b>	0 0.00	1 3.04	0 0.00	1 3.04
	Network Operations	Brian Chatwin	0 0.00	1 4.21	0 0.00	1 4.21
		Jeff Reed	0 0.00	1 1.86	0 0.00	1 1.86
		Kelli Okumura	0 0.00	1 1.37	0 0.00	1 1.37
		Robert Ryan	0 0.00	1 1.51	0 0.00	1 1.51
		<b>Assigned to Individual Total</b>	0 0.00	4 2.24	0 0.00	4 2.24

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## Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Rural Central Desktop Support	Paul Petersen	0 0.00	6 1.69	0 0.00	6 1.69
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	1 5.93	0 0.00	1 5.93
		<b>Assigned to Individual Total</b>	0 0.00	8 2.01	0 0.00	8 2.01
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	1 3.66	0 0.00	1 3.66
		<b>Assigned to Individual Total</b>	0 0.00	1 3.66	0 0.00	1 3.66
	Voice Operations	Julie Sabato	0 0.00	2 0.92	0 0.00	2 0.92
		Leon Owen	0 0.00	1 1.05	0 0.00	1 1.05
		Romanza Hamblin Sorensen	0 0.00	5 1.60	0 0.00	5 1.60
		<b>Assigned to Individual Total</b>	0 0.00	8 1.36	0 0.00	8 1.36
	Voice/Data/WAN Services	T Artis	0 0.00	2 2.61	0 0.00	2 2.61
		<b>Assigned to Individual Total</b>	0 0.00	2 2.61	0 0.00	2 2.61



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## Administrative Services

		High	Low	Medium	ATTR Total
Administrative Services	Assigned Group Total	1 0.44	113 1.11	1 2.83	115 1.12
Customer Company Total		1 0.44	113 1.11	1 2.83	115 1.12

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## Administrative Services

### Detail

<b>INC000000534119</b>	Scott Whitney	Telecom	None	None		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000540002</b>	Bruce Spiegel	Mobile Devices	Error	iPhone		TIR Missed: No	0.37
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000541969</b>	Dorothy Taylor	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	T Artis	Administrative Services	Low	Closed	TTR Missed: No	1.47
<b>INC000000542464</b>	Seth Niederhauser	Network	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000542476</b>	Elizabeth Perkes	Server	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000542478</b>	Allyson Spevak	PC/Laptop	None	None		TIR Missed: Yes	1.18
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.18
<b>INC000000542635</b>	Kevin Lucas	Application	Error	Adobe Contribute		TIR Missed: No	0.98
	Capitol Hosting	Jake Vandenberghe	Administrative Services	Low	Closed	TTR Missed: Yes	6.96
<b>INC000000542656</b>	Lori Benton	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	1.91
<b>INC000000542666</b>	Tyler Barnes	Telecom	None	Telephone		TIR Missed: No	0.70
	Voice Operations	Leon Owen	Administrative Services	Low	Closed	TTR Missed: No	1.05
<b>INC000000542838</b>	Lori Benton	Telecom	None	Telephone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000542873</b>	James Brown	Application	Error	M86		TIR Missed: Yes	3.28
	Network Operations	Brian Chatwin	Administrative Services	Low	Closed	TTR Missed: No	4.21
<b>INC000000543058</b>	Arleen Hearld	Application	Error	Content Manager		TIR Missed: No	0.31
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.68
<b>INC000000543272</b>	Rick Nauta	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000543518</b>	George D Lewis	Application	None	Utah Master Directory		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Administrative Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000543580</b>	Allyson Spevak	Application	None	None		TIR Missed: No	0.15
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.77
<b>INC000000543776</b>	Barbara Sutherland	Application	Error	Microsoft Word		TIR Missed: No	0.26
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed: No	0.26

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## Administrative Services

<b>INC000000543792</b>	Crisanta Gwilliam	Application	Error	Utah Master Directory	TIR Missed: No	0.38
Capitol Hosting	Mycah Mattox	Administrative Services	High	Closed	TTR Missed: No	0.44
<b>INC000000543820</b>	Kelly Pingree	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	2.46
<b>INC000000544209</b>	Ryan Huntsman	Application	Error	Novell GroupWise	TIR Missed: Yes	1.31
Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed: No	1.31
<b>INC000000544328</b>	James Brown	Application	Error	Ipads	TIR Missed: Yes	1.51
Network Operations	Robert Ryan	Administrative Services	Low	Resolved	TTR Missed: No	1.51
<b>INC000000544562</b>	Stephanie Wilcox	Network	Error	None	TIR Missed: No	0.58
Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000544633</b>	Chiarina Gleed	Application	Reporting	None	TIR Missed: No	0.15
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.47
<b>INC000000544748</b>	Dan Martinez	Application	Password	None	TIR Missed: No	0.78
Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	1.68
<b>INC000000544919</b>	Roger Faris	Application	None	Microsoft Excel	TIR Missed: No	0.06
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000545063</b>	Kelly Pingree	Application	None	ProjectWise	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	2.51
<b>INC000000545662</b>	Julie Clark	Application	None	Novell GroupWise	TIR Missed: No	0.83
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	2.13
<b>INC000000545697</b>	Dan Martinez	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000545761</b>	Mike Kay	Application	None	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	0.72
<b>INC000000546034</b>	Rick Clawson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000546349</b>	Eric Gardner	Telecom	None	Telephone	TIR Missed: No	0.77
Voice Operations	Julie Sabato	Administrative Services	Low	Closed	TTR Missed: No	1.85
<b>INC000000546483</b>	Sal Petilos	Network	Error	None	TIR Missed: No	0.45
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000546571</b>	Phil Geurts	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000546629</b>	Susan Mumford	Application	Error	Microsoft Word	TIR Missed: No	0.82
Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	3.11

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## Administrative Services

<b>INC000000546706</b>	Brian Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000546720</b>	Bob Spohr	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Administrative Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000546736</b>	Brian Brentel	PC/Laptop	Error	None		TIR Missed: No	0.56
	Metro C West Desktop Support	Shane Squire	Administrative Services	Low	Closed	TTR Missed: No	3.04
<b>INC000000546742</b>	Joe Ligor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000546947</b>	Garret Johnston	PC/Laptop	Error	None		TIR Missed: No	0.24
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.76
<b>INC000000546997</b>	Robert Martinez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	2.81
<b>INC000000547013</b>	Randy Viertel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.02
	Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Closed	TTR Missed: No	5.93
<b>INC000000547166</b>	Robert Martinez	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000547350</b>	Rick Gallegos	PC/Laptop	Error	None		TIR Missed: Yes	1.48
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.48
<b>INC000000547584</b>	Ken Hansen	Network	None	None		TIR Missed: No	0.08
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.68
<b>INC000000547727</b>	Paul Ferguson	Telecom	Voice Mail	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	3.84
<b>INC000000547777</b>	Allyson Spevak	PC/Laptop	Error	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.25
<b>INC000000547818</b>	Ken Hansen	Network	None	None		TIR Missed: No	0.10
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000548119</b>	Sophia Manousakis	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000548125</b>	Enzo Calfa	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000548286</b>	Jan Rogerson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000548430</b>	Sue Hoskins	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.53
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	5.32

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## Administrative Services

<b>INC000000548516</b>	Brian Jensen	PC/Laptop	Error	None		TIR Missed: No	0.91
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Resolved	TTR Missed: No	2.03
<b>INC000000548642</b>	Jeff Reddoor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000548850</b>	Alvin Crown	Telecom	None	None		TIR Missed: No	0.28
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	1.43
<b>INC000000548929</b>	Kim Hood	None	None	None		TIR Missed: No	0.05
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000548931</b>	Terri White	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000548941</b>	Elizabeth Perkes	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000549083</b>	Brian Gillies	Application	None	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	1.22
<b>INC000000549124</b>	Jamie Leavitt	Application	Password	None		TIR Missed: No	0.50
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.73
<b>INC000000549138</b>	Richard Mulder	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000549172</b>	Robert Miles	PC/Laptop	Hardware	None		TIR Missed: No	0.67
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	6.00
<b>INC000000549344</b>	Alan Bachman	Mobile Devices	Error	Droid		TIR Missed: No	0.21
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000549623</b>	Susan Mumford	Application	Error	Public Meeting / Notice Web Site		TIR Missed: No	0.34
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.35
<b>INC000000549689</b>	Andy Wright	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000549710</b>	Ken Hansen	Application	Error	Microsoft Access		TIR Missed: No	0.27
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.72
<b>INC000000549787</b>	Brian Jensen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549854</b>	Larry Simpson	PC/Laptop	Error	None		TIR Missed: No	0.11
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000550144</b>	Melissa Frost	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.10

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## Administrative Services

<b>INC000000550245</b>	Barbara Sutherland Capitol Desktop Support	PC/Laptop Tom Hanson	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.31
<b>INC000000550468</b>	Vicki Schoenfeld Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.41 0.67
<b>INC000000550584</b>	Carma Hicks Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.18 1.16
<b>INC000000550622</b>	Marcie Handy Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.11 1.13
<b>INC000000550763</b>	Dorothy Phillips Help Desk	Network James Stearns	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551060</b>	Guy Wayman Help Desk	PC/Laptop Julie VanBeekum	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551074</b>	Tara Eutsler Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551122</b>	Mike Higley Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.67
<b>INC000000551332</b>	Anne McNally Strategic Communications	EIS Hardware Luis Larios	Printer Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.44 3.66
<b>INC000000551378</b>	Grant Beckler Help Desk	PC/Laptop James Stearns	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.36
<b>INC000000551743</b>	Gina Strack Capitol Hosting	Server Patrick Funk	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 0.14
<b>INC000000551752</b>	Robert D Johnson Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.39
<b>INC000000552157</b>	Mike Butler Voice Operations	Telecom Julie Sabato	Voice Mail Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000552470</b>	Tara Eutsler Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000552498</b>	Enzo Calfa Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.13 1.32
<b>INC000000552615</b>	Brenda Lee Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.56 2.08
<b>INC000000552762</b>	Sheila Bird Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.40

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## Administrative Services

<b>INC000000553085</b>	John Pananos Jr	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553094</b>	Jenn Johnson	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553111</b>	Brenda Lee	None	None	None	TIR Missed: Yes	1.26
Network Operations	Kelli Okumura	Administrative Services	Low	Resolved	TTR Missed: No	1.37
<b>INC000000553127</b>	Susan Mumford	PC/Laptop	Performance	None	TIR Missed: No	0.13
Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000553312</b>	Kelly Pingree	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553510</b>	Carma Hicks	Network	Error	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Administrative Services	Medium	Resolved	TTR Missed: No	2.83
<b>INC000000553701</b>	Emily Barnes	Telecom	Voice Mail	Telephone	TIR Missed: No	0.25
Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	1.59
<b>INC000000553736</b>	Robert D Johnson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553738</b>	Dave McKay	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553756</b>	Mark Yeschick	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553781</b>	Elizabeth Perkes	None	None	None	TIR Missed: Yes	1.86
Network Operations	Jeff Reed	Administrative Services	Low	Resolved	TTR Missed: No	1.86
<b>INC000000553923</b>	Arcy Lopez	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	4.21
<b>INC000000553926</b>	Jamie Leavitt	PC/Laptop	Error	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000554157</b>	Sue Hoskins	Network	Performance	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.81
<b>INC000000554168</b>	Brian Carpenter	PC/Laptop	Error	None	TIR Missed: No	0.06
Metro A Desktop Support	James Kammeyer	Administrative Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000554236</b>	Marilee Richins	Telecom	Voice Mail	None	TIR Missed: No	0.20
Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000554256</b>	Patricia Smith-Mansfield	PC/Laptop	None	None	TIR Missed: No	0.09
Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	0.09

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## Administrative Services

<b>INC000000554321</b>	Melody Yearsley Metro A Help Desk	Application Liz Evans	Password Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.20
<b>INC000000554342</b>	Debbie Hood Metro B Desktop Support	Network Stephanie Young	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.46 0.89
<b>INC000000554346</b>	Brian Carpenter Metro A Desktop Support	Network Kraig Ellis	Performance Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.18
<b>INC000000554390</b>	Alan Barnett Help Desk	Network Julie VanBeekum	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000554397</b>	Brenda Veldevere Voice/Data/WAN Services	Telecom T Artis	CrossTalk/Noise/Static Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.10 3.74
<b>INC000000554433</b>	Melissa Frost Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.09 0.41
<b>INC000000554444</b>	Melissa Frost Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000554540</b>	Nathan Gardner Metro A Help Desk	Application Edward Fortner	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.34
<b>INC000000554559</b>	Rich Young Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 5.48
<b>INC000000554623</b>	Mindy Spring Metro A Help Desk	None Liz Evans	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.13
<b>INC000000554626</b>	Jeff Reddoor Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000554672</b>	Gina Strack Metro A Help Desk	None Liz Evans	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.44
<b>INC000000555083</b>	Elizabeth Perkes Metro A Desktop Support	Application Kraig Ellis	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.24 0.24
<b>INC000000555114</b>	Patricia Smith-Mansfield Metro A Desktop Support	PC/Laptop Kraig Ellis	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.27